Position Title:	**IT Systems Manager**
Campus:	Ballarat or other Grampians Health Sites
Directorate:	Chief Financial Officer
Department:	Digital Health
Reporting to:	Director Digital Health Infrastructure
Direct Reports:	Systems Administrator Team Lead, Integration Analyst
Indirect Reports:	Systems Administrators

Appointment Terms/Conditions:

Classification and Code:	Administration Grade 7 (HS7)
Enterprise Agreement:	Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au .

Collaboration *We are stronger together.*	Compassion *We show that we care.*	Accountability *We do what we say and say what we do.*	Respect *We appreciate and value all people.*	Innovation *We adapt and innovate to achieve best outcomes.*
Recognising and utilising strengths to share knowledge, solve problems, build relationships, and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness, and empathy.	Openness, honesty, and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The IT Systems Manager will ensure that the day-to-day operations of systems, servers and related infrastructure works reliably and securely to provide efficient and consistent delivery of ICT support services. This includes developing, maintaining, supporting, and optimising key functional areas, particularly server infrastructure, cloud infrastructure and integrations along with the day-to-day management of 3rd level IT systems & integration support staff, and supervision of technical operational support teams.

Working with IT Management Team, this role will design, plan and implement systems and integration infrastructure strategy, architecture and roadmap for Grampians Health (GH), and Grampians Rural Health Alliance (GRHA) member organisations.

This position will continue to evolve with the ongoing transformation of the Grampians Rural Health Alliance and Grampians Health Information Management team.

KEY ACCOUNTABILITIES

Strategy and Planning

- Responsible for formulating and strategizing the systems infrastructure design and planning, ensuring alignment with the current and future requirements of GH and GRHA.
- Responsible for anticipating technology trends and planning for scalability of systems infrastructure and integrations.
- Responsible for strategies, development plans, and establishing operational standards of organisation wide systems integrations that can be successfully deployed and supported by integration team while meeting department expectations.

Management

- Assume management responsibility for day-to-day operation of IT System Administrators / Team Lead, and Integration Analysts.

- Assume direct staff management responsibilities of the 3rd level IT support teams ensuring efficient and effective technical support provision across all infrastructure services both during and after business hours.

- Work collaboratively with the IT Management Team, Director Digital Health Infrastructure, and Chief Information Officer (CIO) for key stakeholder engagement across various projects and general day to day operations.

- Provide operational and management cover for Director Digital Health Infrastructure during periods of absence.

- Providing operational support for implementing and tightening of systems controls throughout GH and the Grampians region, in collaboration with the Director of Cybersecurity and regional IT Management.

- Management of 3rd party and external contracted services to ensure adherence to obligations.

- Be a key point of escalation for major systems infrastructure issues.

- Responsible for regular review and coordination of service and incident requests in conjunction with IT Management Team with monthly reporting against Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

- Responsible for ensuring the maintenance, stability, performance and security of systems implementations, with relevant internal and external committees and governance groups.

- Responsible for reducing overall technical debt and managing financial operations for GH and GRHA systems and cloud infrastructure.

- Maintain IT infrastructure currency and ensure compliance to all standards and cybersecurity obligations.

- Identify potential efficiencies of new and existing ICT software and hardware solutions.

- Work in collaboration with the IT Projects Team to deliver technical services to existing and future projects both at GH and across the Grampians Region.

Technical Service Delivery

- Manage technical and infrastructure service delivery and continual improvement activities.

- Monitor systems performance on a 24x7 basis and ensure appropriate escalation monitoring processes are operating as expected.

- Using expert judgement, design solutions of IT systems and infrastructure to ensure enterprise security, resiliency and availability of applications hosted on IT systems and infrastructure.

- Ensure responsive solution delivery is provided to service desk tickets which are escalated to the Systems team.

- Provide technical and logistical direction for service partners, internal and external resources on IT Infrastructure matters.

- Accountable for coordination, tracking and reporting of all change management tasks for IT systems infrastructure matters.

- Monthly analytical reporting of service request data and trends to ICT management.

- Maintenance and improvement of the service processes and supporting applications.

- Provide technical leadership to direct reports (at least 3 of the following: Virtualisation, Microsoft Servers and Networking, Scripting Languages, Linux Servers, Virtual Desktop Infrastructure, Integration Platforms, Datacentre and Storage, Microsoft cloud environments – M365, Azure)

- Ensure timely maintenance of servers, applications and infrastructure to minimise vulnerabilities and maximise uptime of services.

- Maintaining comprehensive documentation for IT systems, configurations, and processes.

- Ensuring IT systems comply with relevant regulations, industry standards, and best practices.

Business planning

- Work closely with Director Digital Health Infrastructure, Director of Cybersecurity, and CIO to develop business plans to support IT infrastructure and systems development in line with tactical and strategic plans.

- Deliver technical support services within budget in line with business plans and strategy.

- Provide assessments and recommendation to inform budgeting for infrastructure and services to support ongoing business operations.

- Developing and maintaining robust Disaster Recovery (DR) and Business Continuity Plans (BCP) to ensure the resilience and continuity of IT operations in the face of unforeseen events or disruptions.

- Hold a current Victorian driver's license as the role at times requires visits to campus and health services across the Grampians region

KEY SELECTION CRITERIA

Qualifications and experience

- Bachelor's degree in information technology (or similar) or Diploma level Information Technology qualification and technical certifications (e.g. Microsoft Systems Engineer Level)

- 7 years professional experience (systems administration) including 4 years team leadership or management.

Technical/Professional Knowledge and Skills – At least 3 of the following

- Microsoft Windows Server systems administration. Server Networking (Systems Engineer level)

- Server Virtualisation (VMware highly regarded)

- Virtual Desktop Infrastructure (e.g. VMware, Citrix, Microsoft)

- Linux Systems Administration

- Integration Systems (Rhapsody highly regarded)

- Scripting (e.g. PowerShell)

- M365 / Azure cloud administration and security

- Budget Management

- ITIL V3 and above

Work Environment
- Ability to work under time pressures and cope effectively with time critical changes or restoration of services

- Ability to work flexible hours as required to perform / lead change with cross functional teams

- Ability to travel to different locations as required

Interpersonal skills
- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

- **Adaptability –** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures

- **Work Standards –** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

- **Stress Tolerance -** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.

- **Initiating Action -** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.

- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.

- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.

- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.